

# On the "Q" Quality Star Program Update

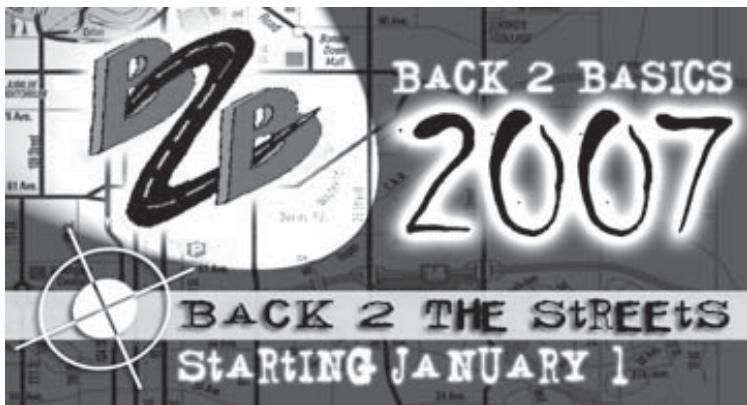
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## Strategies from the best for B2B 2007

They are catching them by the eyeful. Back to Basics items. Burned out traffic signal bulbs. Missing street signs. Fading roadway markings. They are all out there with plenty of other infrastructure problems for the taking. 65 individuals have made 1565 calls since January 1 identifying the items, but there have been several individuals who lead the pack in the number of items spotted and reported. In this issue of On the Q, we will talk with several of them to learn how they do it.



Sandy Munroe has long been a leader on the Back to Basics front. Since the inception of the program, he feels he has made hundreds of calls over the years.

Business and Operations Administrative Manager Margie Chrismon is also an old hat at Back to Basics. As one of the original organizers, she has seen the program develop over the last 6 years.

As the new kid on the block, Planning's Peter Ohlms has gotten off to a great start. Having been with GDOT less than a year, his monthly points totals exemplify his dedication to the B2B program.

Signal Section's David Schultz has also been a part of the program since its inception. His experience with B2B even has him spotting items when he travels in other cities!

### Reporting

Back to Basics offers three ways of reporting your recognized problems. A live operator, the B2B voice mailbox and written forms sent to the contact center. All four of our experts prefer the voice mail box. "Calling 373-2417 is faster to me. I usually call while in the car and on my way home" says Margie. "It's faster to talk to voice mail than to talk to a live operator." David agrees, saying it is "much faster and safer also." Of course, when calling in items from the car, make sure that you can safely do so.

### What they see most

When asked what they see and report most, their positions pretty accurately predict what problems they see...at least most of the time. Sidewalk trip hazards, sign problems and burned-out pedestrian signals are what Peter sees most, in Greensboro and elsewhere. "When I went to a GIS conference in Winston-Salem, I

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walked around for an hour and counted about 30 pedestrian signals that were out" he says. Street light outages and signal outages are prime targets for David and Sandy. "Street lights and signal problems are what I see most because I have been doing signal repair for over 12 years and I just see them easier." And as for Margie...street light outages and day burning streetlights are her thing.

### **Spotting items**

Everyone has their own way of looking out for Back to Basics items. Peter claims "Walking and biking are the best ways to see things. I may or may not also get help from my wife and from a little notebook I take with me sometimes." Margie spends her time looking with specific items in mind while David contends that you need to "just keep your eyes open."

### **Work/home balance**

Of course, Back to Basics is set up as a 24 hour a day/ 365 day a year program with opportunities to report items inside your workday and on your leisure time. Depending on the hours you work, you may find that one particular time of day or another may work to your benefit. "Being a signal tech, I do a lot of driving so I get to see more at work" says David. However, Margie who does little driving in her daily duties is able to maximize her items outside of the job. "I get a lot to call in after my work schedule ends at 4 o'clock" she says. Because of her work schedule, she sees a lot of her items on her daily commute to and from home.

### **You saw what?**

With the thousands of calls between these folks, you can bet there have been some unique sights or situations. Margie candidly shares hers. "I travel to work around 6 a.m. One morning I stopped on Pisgah Church road with my emergency flashers on so I could call in some street light outages. Several people stopped to assist me and I had to turn off the flashers!" When Peter had gone into the field with a co-worker, he called in a squashed beaver on the Lake Brandt bridge. How did he know it was a beaver and not the typical possum? He merely pointed out the large teeth. And



### **Call for B2B Points redemption!**

It's time to order your  
Back to Basics Gear!

For ordering instructions, refer to the  
GDOT Fashion 2007 Catalog. Orders  
will be accepted through March 31st  
by email at  
[GDOTQuality@greensboro-nc.gov](mailto:GDOTQuality@greensboro-nc.gov).

### **Back to Basics Points Totals**

<b>Employee Name</b>	<b>Total Points</b>
Angel, Kenneth R	10
Ash, Willie F	2
Black, Elizabeth A	7
Childers, Brandi D.	5
Chrismon, Margie L	195
Coble, John W	4
Cramer, Michael B	53
Dalton, Christopher H	4
Davenport, Robin M	50
Davis, Ricky D	20
Edmonds, Sue M	26
Edwards, Marcel A	4
Elwood, Kevin	18
Fischer, Adam W	56
Fogleman, David L	30
Gilley, John M	78
Green, Charles E	25
Gregory, Wesley A	9
Gunter, Michael	25
Holland, Peggy S	5
Hulon, Timothy E	60
Johnson, Faythe L	2
Jones, Antwyian L	9
Jones, Darin S.	14
Jones, Michael B	21
Linney, George G	14
Marion, Scott	10
Martin, Jessica K	30
Matthews, Douglas A	6
Matthews, Michael C	33
McCraw, Dale F	119
McIntyre, Lydia M.	13
McKinney, Craig W	14
Meyer, Tyler R	35
Mintz, Tony W	8
Mitchell, Charles A	72
Mitchell, William D	9
Moats, Ryan C.	14

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keeping with the animal theme, Sandy responds “I reported an ugly dog in a yard once...just for fun.”

### **Advice for you**

Finally, when asked what advice they would give others to help them in their B2B efforts, Sandy gave some good advice. “Don’t take the same route when traveling from job to job.” Margie reminds us that the results can be a motivating factor as well as the accumulated points and periodic drawings “It’s contagious and fun. You feel good about reporting a concern and then go back to the location and the problem has been corrected.”

And there you have it. Can you be the next points leader? Sure you can! Just start looking for those items during your workday and after hours. Don’t forget about monthly focus items that will earn you extra points!



#### **Points Totals continued**

Moore, Milton L	14
Mullinax III, Joseph F	43
Munroe, Sandford H	384
Neese, Michael L	22
Nelson, Larry J.	438
Norman, Don O	32
Ohlms, Peter B.	365
Ortega, David	14
Parker, Derrick A	32
Paschal, Linda S	48
Price, William V	47
Pulliam, Kevin W	43
Reeves, Carrie S	8
Scales, Hilda P	4
Schultz, David L	160
Shoemaker, Brian W	13
Simmons, Avery K	6
Smiley, Sharon C	4
Snead, Joey C.	176
Spencer, Christopher R	12
Stephens II, James W	34
Stewart, Jon D.	80
Teague, Jeffery L	27
Thompson, Roland E	17
Tipton, Noland	21
Warren, Bobby L	9
Westmoreland Jr, Jimmy R	48
Willard, Crispin D	25
Williamson, Edwin D	192
Wrenn II, William D.	75

#### **Division Totals**

Business & Operations	85%
Engineering	81%
Planning	100%
Public Transportation	57%